

Combined Team Services



Appeals and Complaints Procedure

Combined Team Services will respond to complaints in a constructive and timely manner, with minimum distress and maximum protection to all parties.

We are committed to:

- ◆ Transparency in decision making
- ◆ Ethical and responsible management
- ◆ An accessible and fair complaints process

A complaint is a statement expressing dissatisfaction with services supplied by or dealings with Combined Team Services. If you experience a situation that causes you serious concern or distress, we have established the following grievance procedure.

Step 1: If possible contact the lecturer or person responsible for the service for which you have the grievance against. Explain the grievance and try to resolve the problem.

Step 2: If no acceptable resolution can be reached, you should fill out a complaint form (available from your lecturer, or via download from our website, or by telephone request from Combined Team Services.) The Chief Executive Officer of Combined Team Services will assess your complaint and contact you to try and resolve the complaint.

Step 3: If an acceptable resolution cannot be reached, an arrangement will be made for the appeal to be heard by an independent person or panel and you can formally present your case if you choose.

All complaints will be handled with regard to:

- ◆ Confidentiality
- ◆ Impartiality
- ◆ Protection from victimisation
- ◆ Procedural fairness

All complaints will be recorded in writing. The client/staff member will receive written advice of outcomes, including reasons for decision.

If the client/staff member is still not satisfied with the outcomes, that person will be provided with the contact details of the State registering body – the Training Accreditation Council who can provide additional advice to the client/staff member. More information is available at http://www.tac.wa.gov.au/Thinking_Req_Complaints.html

If the student/staff member believes their grievance is a legal or criminal matter, the matter will be referred to the police or appropriate legal agents.

If the appeal or complaint is substantiated, Combined Team Services will take prompt action to rectify the problem immediately and any action will be documented in the Improvements Log, as well as included in the Risk Management Plan, if deemed necessary.